

Energy Saving

Multimedia Surge Protectors



Planet Green
PG-805
and
PG-503

PG-805

Click for User Guide

Our new UltraPower® Planet Green™ product line reveals our commitment to environmentally conscious engineering. The PG-805 and PG-503 are the first component introductions to this new line.

The PG-805 features three always on outlets as well as five energy saving outlets, while the PG-503 offers two always on outlets plus three energy saving outlets. The remote controller turns the energy saving outlets completely on or off, reducing cost and saving energy. It also reduces noise via high frequency capacitors and a choke and completes the package with robust AC power line surge protection that saves your valuable components. Our advanced system exploits the absorptive powers of the latest X3™ MOVs (Metal Oxide Varistors) made with improved materials and technology.

Saving energy, power filtering, surge protection and remote control of its five energy saving outlets puts UltraPower on the leading edge of Planet Green power!



Always On outlets provide continuous power for connected components

Protect these

and more



Energy Saving outlets provides complete power disconnection

8 -----



BONUS USB CHARGING PORTS

2 USB charging ports provide 5V and a total of 1.5 amps of power



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PG-805 and PG-503 Features and Specifications

Models	PG-805	PG-503
	FEATURES	
Advanced PurePower™ Filtration Circuitry	Yes	Yes
Microprocessor Controlled Auto Reset	Yes	Yes
Ground OK / Protection On LED	Yes	Yes
Total Number of Outlets	8	5
Always On Outlets	3	2
Energy Saving Outlets	5	3
AC Power Cord Length	8ft. / 2.5meter	n/a
AC Plug Type	3-Prong NEMA	3-Prong NEMA
	AGENCY/WARRANTY/POLICY	
Agency Approval	c(UL) 1449 3rd Edition	
Product Warranty Duration	Limited 5 year Warranty	
	AC SPECIFICATIONS	
Patented Surge-Smart [™] Technology	Yes	Yes
Patented X-3™ Metal Oxide Varistors (MOV)	Yes	Yes
Thermal Fusing	Yes	Yes
Lightning Protection	Yes	Yes
Catastrophic Surge Protection	Yes	Yes
Single Pulse Energy Dissipation	2,160 Joules	1,080 Joules
Spike Capacity	72,000 A	72,000 A
EMI / RFI Noise Filtration	58 dB	70 dB
Line Voltage	120 VAC @ 60 Hz	120 VAC @ 60 Hz
Clamping Level	330 V	400 V
Initial Clamping Level	131 V RMS / 185 V Peak	131 V RMS / 185 V Peak
Protection Modes	L-N, N-G, L-G	L-N, N-G, L-G
Maximum Current Rating	15 A (1,800 W)	15 A (1,800 W)
Energy Saving Outlets in Standby Power	< 0.7 W	< 0.7 W
Response Time	<1 Nanosecond	<1 Nanosecond
	PHONE SPECIFICATIONS	
Clamping Level	RJ11 (275V), RJ45 (25V)	n/a
Capacitance	30 pf (approximate)	n/a
Supression Modes	Metallic and Longitudinal	n/a
	RJ45/RJ11 Combo	

Protects against destructive surges on cable, DSS and cable modems

PG-503



User Guide

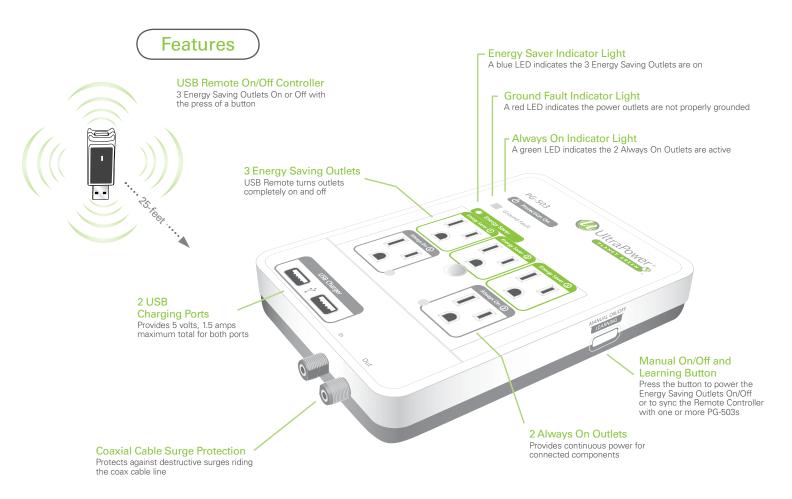
Introduction

Thank you for purchasing the UltraPower® Planet Green™ PG-503 Energy Saving Surge Protector with USB Remote On/Off Controller. The Planet Green product line marks our commitment to environmentally conscious engineering.

Save Energy, Save Money

Most electronic devices draw power even in standby mode, an obvious waste of resources. The PG-503 features a USB Remote On/Off Controller making it simple and convenient to turn off your devices automatically when they are not in use.

The PG-503 also reduces noise with high frequency capacitors and a choke. Additionally, the robust AC power line surge protector saves your valuable components from surges and voltage spikes. We've used the latest X3TM MOVs (Metal Oxide Varistors) made with improved materials and technology.



Setup

Connecting your equipment



The PG-503 has 2 "Always On" outlets that provide continuous power for devices that are designed to remain on at all times.

Typical Always On device are DVR, Modems, Routers, Alarm Clocks, etc.





The 3 "Energy Saver" outlets are control by the USB remote. Components not requiring continuous power can be plugged into the Energy Saver outlets.

See below for a list of devices that can be switched off when not in use.



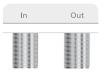
USB Charging Ports

Two USB charging ports provide 5V and a total of 1.5 amps of power.



Coaxial Cable Surge Protection

Protects against destructive surges riding the coax cable line



Reading the PG-503's LEDs



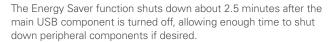
outlets have power

Using the USB Remote

The USB Remote can be used in two different ways.

- It can be used free standing or as a wall mounted switcher. You can simply turn the energy saver On/Off with a quick press of its top button.
- Or connect the USB remote to one of the main components with a USB port such as a TV, computer or laptop.

When the USB Remote is plugged into the component's USB port, it detects power on the connected port and sends On/Off signal instructions to the PG-503.



Some USB ports may have continuous power. This is indicated when the USB remote continues to light up after the equipment is turned off. This means the USB port will not work with the PG-503 – please use another USB port or trigger device.

Remote Controller's Range

The USB Remote works within a range of up to 25-feet, this may vary depending on room layout, building materials and local interference



Operating

Learning Button

The "LEARNING" button has two functions:

- 1. To synchronize with the USB remote
- 2. Manual switch for the Energy Saving Outlets



Synchronizing USB Remote with PG-503

The USB Remote and the PG-503 arrives paired and ready to use. To synchronize the Remote with the PG-503*, position them near each other and follow the steps below.

- Turn on the TV, computer, laptop or any USB component (trigger device) before synchronizing.
- Press and hold the "LEARNING" button on the side of PG-503 for five seconds. The blue "Energy Saver" LED will start flashing, then release the "LEARNING" button.
- 3. Press the button on the USB remote or connect the USB Remote directly to the main component's USB port within 5 seconds. Once the remote detects power in the component, it will send a wireless code to the PG-503.
- Once the PG-503 has successfully learnt the code from the remote, the blue "Energy Saver" LED will change from flashing to solid.
- * You can synchronize multiple PG-503 with a single Remote. It is important to note that each PG-503 surge protector must be plugged directly into an AC wall outlet and not daisy-chained together.

Trouble shooting Guide

Mounting Screw Removal

The PG-503 is shipped with a mounting screw that will allow you to affix the unit to your wall outlet.



Specifications

Electrical Rating 15A / 120V, 60Hz, 1800 Watts

Surge Suppression 1080 Joules

Clamping Voltage 400 V

USB Charger 2 ports (5V, total 1.5 Amps)

DSS/COAX DSS/ COAX Connector Protection

Stand-by power <0.7W

USB Remote Wireless Range Up to 25 feet (Open Space)
USB Remote Battery Type CR1632 3V Lithium battery

My equipment won't turn on

- Check if it is plugged into the "Always On" or "Energy Saving" Outlets.
- Switch the "Energy Saving Outlets" on with the "LEARNING" button.

USB Remote can't turn on or off my equipment

- Check if it is plugged into the "Always On" or "Energy Saving" outlets.
- 2. The USB Remote is out of its effective range.
- 3. Press the button on the USB Remote, if the red LED light does not blink, replace the CR1632 3V Lithium battery in the remote.
- 4. Re-synchronize the USB Remote with PG-503.

Red Ground Fault LED is on

The red Ground Fault LED indicates improper home wiring. Consult a licensed electrician to resolve the issue. UltraLink® is not responsible for damages caused by improper wiring.

USB device does not charge

Exceeding 1.5 amps triggers the overload protection circuit and disables charging. Unplug your portable device and ensure it does not exceed a total draw of 1.5 amps.

WARNING - Power Sources

Do not plug your PG-503 into a power outlet that differs from that indicated for safe use. If you don't know the type of electrical power to your home please consult the local power company.

WARNING - Grounding and Polarization

Your Planet Green PG-503 is equipped with a three-wire grounded AC power cord. It's designed for use with three-terminal grounded outlets only. If the plug doesn't fit directly into your outlet do not force it in and contact an electrician to install a properly polarized outlet. Do not alter the plug or extension cord in any way to accommodate an ungrounded, two-prong outlet. Never defeat the grounding by using a 3-to-2 prong adapter and we advise calling an electrician to install properly grounded outlets.

If you have rooftop antennas, satellite dishes, or any other component with wiring connected to your PG-503 make sure it is properly grounded. Refer to grounding techniques found in Section 810 of the National Electrical Code (NEC), ANSI/NFPA 70 (in Canada, Part 1 of the Canadian Electrical Code). Using these techniques protect against voltage surges and static electric charges. Never place any part of an antenna or other such device near overhead power lines, or any other power circuit. Do not touch power lines or power circuits which may cause severe physical injury and possibly death.

WARNING - Storm Precautions

If a lightning storm occurs immediately disconnect incoming signal and power lines such as cable and telephone. This device protects connected electronic equipment from AC power surges up to a certain point. The PG-503 is not rated, however, as a lightning arrestor, so it will not afford protection from lightning strikes near power lines, the home, electrical service entrance or antennas.

WARNING - No User Serviceable Parts Inside PG-503

If, for any reason, your PG-503 is not operating properly, do not open any part of the unit such as the cover and attempt any sort of repair. Unplug the unit and consult the manual for warranty and service information.

CAUTION - Do Not Expose To Heat

Do not place your PG-503 in direct sunlight or near wall heaters, space heaters, or any enclosed space that may experience extreme temperature increases.

WARNING - Avoid Electrical Shocks

Never use your PG-503 if liquid of any kind is spilled on or into it. Do not use the PG-503 near areas where rain leaks or splashes in, or where water is regularly used as in bathroom or kitchen. Not for use with aquariums and other water-related products.

WARNING - Power Cord Safety

When routing your PG-503's AC power cord place it away from heavy foot traffic pathways such as hallways and doorways being sure to never create a trip hazard.

If your power cord's internal wiring or shielding becomes exposed by a rip or tear in the protective jacket immediately disconnect it from the AC and discontinue use. Consult warranty information for further action.

WARNING - Cleaning

Unplug the PG-503 from the AC wall outlet before cleaning and lightly dust. Do not use liquid or aerosol cleaners.

WARNING – The PG-503 is not designed for use with any medical equipment.

Agency Approval UL/c(UL)

Limited 5 years

Warranty Information

UltraLink Products, Inc. ("UltraLink") warrants to the purchaser that this UltraPower® product shall be free of defects in design, materials, or workmanship under normal use in non-commercial use for a period of five years from date of purchase.

This warranty extends only to the original purchaser and is nontransferable. During the warranty period, UltraLink will, at no additional charge, repair and/or replace defective parts or, at the option of UltraLink completely replace the unit. Following the expiration of the warranty period, UltraLink will offer out of warranty replacement for non-functioning product with a new equivalent model for the out of warranty replacement fee of \$100 plus round trip shipping and handling.

This warranty does not cover any UltraPower unit that has been damaged or rendered defective (a.) as a result of accident, misuse, or abuse; (b.) by the use of parts not manufactured or sold by or (c.) by modification of product.

The UltraPower Limited 5-Year Warranty is subject to all the conditions listed below:

Proof of purchase from an authorized dealer/installer: Original purchase receipts must accompany any product return or claim for damage.

Proper Installation: The UltraPower product must be installed correctly according to all the instructions, provisions, and cautions contained in this Owner's Manual.

Notification: You must notify UltraLink within ten days of any event causing a claim.

Product Return: You must contact UltraLink customer service and obtain a Return Merchandise Authorization (RMA) number before returning the unit to UltraLink.

Claims under Limited 5-Year Warranty: At the time you request an RMA, you must notify UltraLink if you feel that you have a claim. Upon receipt of the RMA number you may return the unit to UltraLink at the address given to you by the customer service department. Please note that you are responsible for any and all charges related to shipping the unit to UltraLink for evaluation. If damage was indicated on your RMA request, UltraLink will mail you a claim form to be completed and returned within 30 days.

Determination of Failure: UltraLink Products, Inc. will evaluate the UltraPower product for surge damage. The unit must show signs of surge damage or must be performing outside of design specifications in respect to its surge protection capability. Opening the enclosure, tampering with, or modifying the unit in any way shall be grounds for an automatic denial of your request for payment. After evaluating all information provided, UltraLink shall, in its sole discretion, determine whether or not your claim meets the requirements for payment under the provisions of this policy. If the unit shows no signs of AC power or signal line surge damage and is working within design specifications, UltraLink will return the unit to you with details of our examination and the test results, notifying you of the rejection of your claim.

Payment of claims: Should UltraLink determine that the product is damaged, UltraLink will, at its discretion, pay for the cost of the repair of the product, or send you a replacement unit.

Other Insurance Coverage and Warranties: This coverage is secondary to any existing manufacturer's warranty, implied or expressed, or any insurance and/or service contract that may cover the loss including your homeowner's or renter's insurance policies.

Exclusions: This Limited 5-Year Warranty does not cover the following: Service charges, installation costs, reinstallation costs, setup cost, diagnostic charges; periodic checkups; routine maintenance, loss of use of the product, costs or expenses arising out of reprogramming or loss of programming and/or data, shipping charges or fees, service calls, loss or damage occasioned by fire, theft, flood, wind, accident, abuse or misuse, and products subject to manufacturer's recall or similar event.

As To Each Warranty:

Any technical or other advice offered before or after delivery with respect to the use and application of the product is furnished without charge and subject to the understanding that such advice is issued at the purchaser's sole risk without any limitation or modifications of any disclaimer or other provision contained herein.

The above are in lieu of all other warranties, express or implied, including implied warranty of merchantability and fitness for a particular purpose. In no event shall UltraLink be liable for special, incidental, consequential or indirect damages. This warranty may not be modified except in writing, signed by an officer of UltraLink.

REGISTRATION

Please register your product at: **ultralinkproducts.com**. Failure to register will not diminish your warranty rights.

HOWTO MAKE A CLAIM

In the event damage has occurred to products, you must follow these instructions:

- (1.) Contact UltraLink within ten (10) days after you discover a product defect (or should have discovered it, if such product defect was obvious)
- (2.) Give a detailed explanation of how the damage occurred;
- (3.) Obtain a Return Merchandise Authorization number (RMA);
- (4.) Upon receipt of a claim form (which may be sent to you after you have filed your formal warranty claim), fill out the claim form entirely:
- (5.) Return the products, shipping Prepaid by you (to be refunded if you are entitled to a remedy under the scope of this Limited 5-Year Warranty), to UltraLink for verification of damage, along with a copy of your Original Sales Receipts and Proof of Purchase (UPC label or packing slip) for such products, the completed claim form, and printed "Return Authorization Number" on the outside of the return package (the claim form will include instructions for return).

TELEPHONE CONTACT NUMBERS:

United States: (909) 947-6960

Canada: (905) 479-2831

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PG-805



User Guide

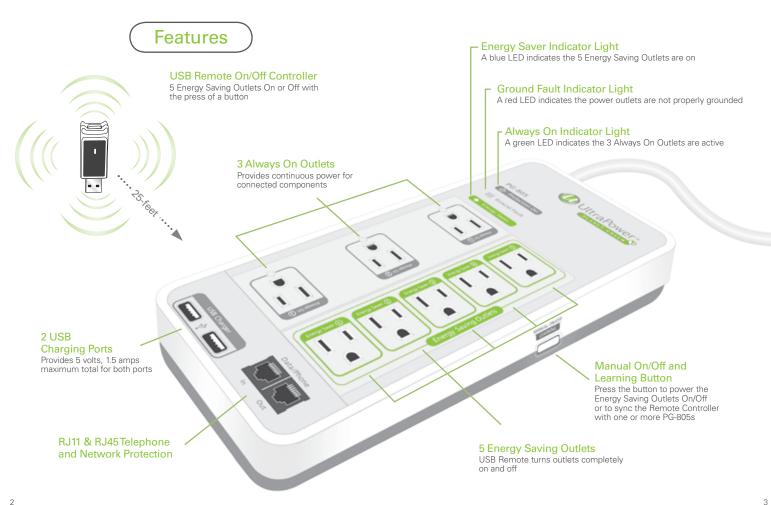
Introduction

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Save Energy, Save Money

Most electronic devices draw power even in standby mode, an obvious waste of resources. The PG-805 features a USB Remote On/Off Controller making it simple and convenient to turn off your devices automatically when they are not in use.

The PG-805 also reduces noise with high frequency capacitors and a choke. Additionally, the robust AC power line surge protector saves your valuable components from surges and voltage spikes. We've used the latest X3TM MOVs (Metal Oxide Varistors) made with improved materials and technology.



Setup

Connecting your equipment



The PG-805 has 3 "Always On" outlets that provide continuous power for devices that are designed to remain on at all times.

Typical Always On device are DVR, Modems, Routers, Alarm Clocks, etc.





The 5 "Energy Saver" outlets are control by the USB remote. Components not requiring continuous power can be plugged into the Energy Saver outlets.

See below for a list of devices that can be switched off when not in use.



USB Charging Ports

Two USB charging ports provide 5V and a total of 1.5 amps of power.



Telephone RJ11 Line Protection and Network RJ45 Cable Protection

Protects against destructive surges riding the phone line and network cable.



Reading the PG-805's LEDs



Green LED light on – unit is actively protecting against surge and voltage spikes



Ground Fault

Red LED light on – check for ground related problems



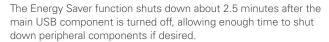
Blue LED light on – Energy Saving outlets have power

Using the USB Remote

The USB Remote can be used in two different ways.

- It can be used free standing or as a wall mounted switcher. You can simply turn the energy saver On/Off with a quick press of its top button.
- Or connect the USB remote to one of the main components with a USB port such as a TV, computer or laptop.

When the USB Remote is plugged into the component's USB port, it detects power on the connected port and sends On/Off signal instructions to the PG-805.



Some USB ports may have continuous power, this is indicated when the USB remote continues to light up after the equipment is turned off. This means the USB port will not work with the PG-805 – please use another USB port or trigger device.

Remote Controller's Range

The USB Remote works within a range of up to 25-feet, this may vary depending on room layout, building materials and local interference



Operating

Learning Button

The "LEARNING" button has two functions:

- 1. To synchronize with the USB remote
- 2. Manual switch for the Energy Saving Outlets



Synchronizing USB Remote with PG-805

The USB Remote and the PG-805 arrives paired and ready to use. To synchronize the Remote with the PG-805*, position them near each other and follow the steps below.

- Turn on the TV, computer, laptop or any USB component (trigger device) before synchronizing.
- Press and hold the "LEARNING" button on the side of PG-805 for five seconds. The blue "Energy Saver" LED will start flashing, then release the "LEARNING" button.
- 3. Press the button on the USB remote or connect the USB Remote directly to the main component's USB port within 5 seconds. Once the remote detects power in the component, it will send a wireless code to the PG-805.
- Once the PG-805 has successfully learnt the code from the remote, the blue "Energy Saver" LED will change from flashing to solid.
- * You can synchronize multiple PG-805 with a single Remote. It is important to note that each PG-805 surge protector must be plugged directly into an AC wall outlet and not daisy-chained together.

Wall-Mount Your Surge Protector

- Locate the mounting holes on the back of the PG-805 for wall or baseboard mounting.
- Install screws (not included) on wall or baseboard surface leaving at least ¼-inch of the screw exposed.
- 3. Place and secure the PG-805 onto screws



Specifications

Electrical Rating 15A / 120V, 60Hz, 1800 Watts

Surge Suppression 2160 Joules

Clamping Voltage 330 V

USB Charger 2 ports (5V, total 1.5 Amps)

Phone Line/ (RJ11) & (RJ45)

Network Protection

Stand-by power <0.7W

USB Remote Wireless Range Up to 25 feet (Open Space)

USB Remote Battery Type CR1632 3V Lithium battery

Trouble Shooting Guide

My equipment won't turn on

- Check if it is plugged into the "Always On" or "Energy Saving" Outlets.
- 2. Switch the "Energy Saving Outlets" on with the "LEARNING" button.

USB Remote can't turn on or off my equipment

- Check if it is plugged into the "Always On" or "Energy Saving" outlets.
- 2. The USB Remote is out of its effective range.
- 3. Press the button on the USB Remote, if the red LED light does not blink, replace the CR1632 3V Lithium battery in the remote.
- 4. Re-synchronize the USB Remote with PG-805.

Red Ground Fault LED is on

The red Ground Fault LED indicates improper home wiring. Consult a licensed electrician to resolve the issue. UltraLink® is not responsible for damages caused by improper wiring.

USB device does not charge

Exceeding 1.5 amps triggers the overload protection circuit and disables charging. Unplug your portable device and ensure it does not exceed a total draw of 1.5 amps.

WARNING - Power Sources

Do not plug your PG-805 into a power outlet that differs from that indicated for safe use. If you don't know the type of electrical power to your home please consult the local power company.

WARNING - Grounding and Polarization

Your Planet Green PG-805 is equipped with a three-wire grounded AC power cord. It's designed for use with three-terminal grounded outlets only. If the plug doesn't fit directly into your outlet do not force it in and contact an electrician to install a properly polarized outlet. Do not alter the plug or extension cord in any way to accommodate an ungrounded, two-prong outlet. Never defeat the grounding by using a 3-to-2 prong adapter and we advise calling an electrician to install properly grounded outlets.

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WARNING - No User Serviceable Parts Inside PG-805

If, for any reason, your PG-805 is not operating properly, do not open any part of the unit such as the cover and attempt any sort of repair. Unplug the unit and consult the manual for warranty and service information.

CAUTION - Do Not Expose To Heat

Do not place your PG-805 in direct sunlight or near wall heaters, space heaters, or any enclosed space that may experience extreme temperature increases.

WARNING - Avoid Electrical Shocks

Never use your PG-805 if liquid of any kind is spilled on or into it. Do not use the PG-805 near areas where rain leaks or splashes in, or where water is regularly used as in bathroom or kitchen. Not for use with aquariums and other water-related products.

WARNING - Power Cord Safety

When routing your PG-805's AC power cord place it away from heavy foot traffic pathways such as hallways and doorways being sure to never create a trip hazard.

If your power cord's internal wiring or shielding becomes exposed by a rip or tear in the protective jacket immediately disconnect it from the AC and discontinue use. Consult warranty information for further action.

WARNING - Cleaning

Unplug the PG-805 from the AC wall outlet before cleaning and lightly dust. Do not use liquid or aerosol cleaners.

WARNING – The PG-805 is not designed for use with any medical equipment.

Agency Approval UL/c(UL)

Limited 5 years

Warranty Information

UltraLink Products, Inc. ("UltraLink") warrants to the purchaser that this UltraPower® product shall be free of defects in design, materials, or workmanship under normal use in non-commercial use for a period of five years from date of purchase.

This warranty extends only to the original purchaser and is nontransferable. During the warranty period, UltraLink will, at no additional charge, repair and/or replace defective parts or, at the option of UltraLink completely replace the unit. Following the expiration of the warranty period, UltraLink will offer out of warranty replacement for non-functioning product with a new equivalent model for the out of warranty replacement fee of \$100 plus round trip shipping and handling.

This warranty does not cover any UltraPower unit that has been damaged or rendered defective (a.) as a result of accident, misuse, or abuse; (b.) by the use of parts not manufactured or sold by or (c.) by modification of product.

The UltraPower Limited 5-Year Warranty is subject to all the conditions listed below:

Proof of purchase from an authorized dealer/installer: Original purchase receipts must accompany any product return or claim for damage.

Proper Installation: The UltraPower product must be installed correctly according to all the instructions, provisions, and cautions contained in this Owner's Manual.

Notification: You must notify UltraLink within ten days of any event causing a claim.

Product Return: You must contact UltraLink customer service and obtain a Return Merchandise Authorization (RMA) number before returning the unit to UltraLink.

Claims under Limited 5-Year Warranty: At the time you request an RMA, you must notify UltraLink if you feel that you have a claim. Upon receipt of the RMA number you may return the unit to UltraLink at the address given to you by the customer service department. Please note that you are responsible for any and all charges related to shipping the unit to UltraLink for evaluation. If damage was indicated on your RMA request, UltraLink will mail you a claim form to be completed and returned within 30 days.

Determination of Failure: UltraLink Products, Inc. will evaluate the UltraPower product for surge damage. The unit must show signs of surge damage or must be performing outside of design specifications in respect to its surge protection capability. Opening the enclosure, tampering with, or modifying the unit in any way shall be grounds for an automatic denial of your request for payment. After evaluating all information provided, UltraLink shall, in its sole discretion, determine whether or not your claim meets the requirements for payment under the provisions of this policy. If the unit shows no signs of AC power or signal line surge damage and is working within design specifications, UltraLink will return the unit to you with details of our examination and the test results, notifying you of the rejection of your claim.

Payment of claims: Should UltraLink determine that the product is damaged, UltraLink will, at its discretion, pay for the cost of the repair of the product, or send you a replacement unit.

Other Insurance Coverage and Warranties: This coverage is secondary to any existing manufacturer's warranty, implied or expressed, or any insurance and/or service contract that may cover the loss including your homeowner's or renter's insurance policies.

Exclusions: This Limited 5-Year Warranty does not cover the following: Service charges, installation costs, reinstallation costs, setup cost, diagnostic charges; periodic checkups; routine maintenance, loss of use of the product, costs or expenses arising out of reprogramming or loss of programming and/or data, shipping charges or fees, service calls, loss or damage occasioned by fire, theft, flood, wind, accident, abuse or misuse, and products subject to manufacturer's recall or similar event.

As To Each Warranty:

Any technical or other advice offered before or after delivery with respect to the use and application of the product is furnished without charge and subject to the understanding that such advice is issued at the purchaser's sole risk without any limitation or modifications of any disclaimer or other provision contained herein.

The above are in lieu of all other warranties, express or implied, including implied warranty of merchantability and fitness for a particular purpose. In no event shall UltraLink be liable for special, incidental, consequential or indirect damages. This warranty may not be modified except in writing, signed by an officer of UltraLink.

REGISTRATION

Please register your product at: **ultralinkproducts.com**. Failure to register will not diminish your warranty rights.

HOWTO MAKE A CLAIM

In the event damage has occurred to products, you must follow these instructions:

- (1.) Contact UltraLink within ten (10) days after you discover a product defect (or should have discovered it, if such product defect was obvious)
- (2.) Give a detailed explanation of how the damage occurred;
- (3.) Obtain a Return Merchandise Authorization number (RMA);
- (4.) Upon receipt of a claim form (which may be sent to you after you have filed your formal warranty claim), fill out the claim form entirely:
- (5.) Return the products, shipping Prepaid by you (to be refunded if you are entitled to a remedy under the scope of this Limited 5-Year Warranty), to UltraLink for verification of damage, along with a copy of your Original Sales Receipts and Proof of Purchase (UPC label or packing slip) for such products, the completed claim form, and printed "Return Authorization Number" on the outside of the return package (the claim form will include instructions for return).

TELEPHONE CONTACT NUMBERS:

United States: (909) 947-6960

Canada: (905) 479-2831

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